



*"People
helping people
help
themselves"*

Mitchell E. Daniels, Jr., Governor
State of Indiana

FSSA Division of Aging
402 W. WASHINGTON STREET, P.O. BOX 7083
INDIANAPOLIS, IN 46207-7083

E. Mitchell Roob, Jr. Secretary

February 1, 2008

To: John Rowings, Executive Director
Legislative Services Agency

Members
Indiana General Assembly

From: Megan Ornellas, Director
Division of Aging

Subject: Adult Protective Services Annual Report Required by IC 12-10-3-30

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Adult Protective Services 2007 Legislative Report

The protection of some of Indiana's most vulnerable citizens continues to rely on the efforts of the 42 investigators of our Adult Protective Services Program (APS). During 2007 the program received 42,377 calls for service; of which 15,475 resulted in an investigation into the abuse, neglect, or exploitation of a vulnerable adult. The 3.5% increase in cases drawn over this past year caps a five year total increase of 33%. During this five year period the number of investigators remained constant while reports of abuse rose by 88%, neglect by 26% and exploitation by 85%. The continuing increases in the case loads of the field investigators and the potential for a system failure has become a cause of concern among Division of Aging managers.

2007 was the first full year since the Division of Aging (DA) augmented the APS budget by \$580,000.00, bringing the funding level to \$2.7 million. The fruit of that investment was the addition of a data entry staff position for each of the eighteen APS units. These new positions took over the responsibility of data entry, tracking and reporting previously done by investigators. This allowed the investigators to spend significantly more hours in the field conducting investigations. The new data positions also enabled all eighteen APS units to more accurately measure the work activities of the investigative personnel. More than 42,000 calls for service were recorded in 2007; a 90% increase over the previous year, due to both an increase in needed services and an increased ability for accurate reporting.

During the past year APS investigators were asked to assist in tasks associated with the Division of Aging's Quality Assurance program. All reported deaths and incidents involving the abuse or neglect of persons served by DA programs are forwarded to the applicable APS unit for review and possible intervention. The fact that our APS program is immediately available to Quality Assurance personnel greatly enhances the Division's ability to react to quality of service issues. However, this adds additional strain to an already taxed workforce.



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The importance of the APS program in our state will continue to increase with the inevitable graying of the Hoosier population. Indiana remains a leader in the nation by being the only state where harmful acts committed against endangered adults are considered crimes on face value, as opposed to being considered mere social problems. The costs to our society of the abuse, neglect and financial exploitation of our most vulnerable is incalculable. The overriding goal of our APS program has, and will continue to be, providing an environment where our most vulnerable may live in safety and with dignity. In order to best reach this goal, APS recommends an increase in staff to best handle the case load and provide the best services for older Hoosiers. The dedication of our field investigators is evidenced by their ability to continually operate with an average work load in excess of 360 cases per investigator. The longer this operating environment remains as is, the greater the probability of a program failure which would have tragic consequences for an Indiana citizen and their family.

A profile of the APS program's activities for the fourth quarter of state fiscal year 2008 has been attached for your review.

Calls For Service (CFS)			
Unit	Oct.	Nov.	Dec.
1	163	136	98
1a	215	224	171
2	395	349	268
3	332	334	229
4	586	578	495
5	325	276	227
6	282	249	247
7	340	347	412
8	560	401	369
8b	251	177	139
9	211	207	111
10	192	201	167
11	367	335	322
12	37	44	35
13a	122	111	119
13b	308	227	251
14	99	96	83
15	66	56	53
CFS Totals	4851	4348	3796
Monthly Case Totals	1523	1367	1120



Persons served - Quarter:					12,995
Investigations - Quarter:					4,010
Open cases :					5,433
Cases closed during the Quarter:					4,142

